

Amount of METCO Loans Closed Economic Development

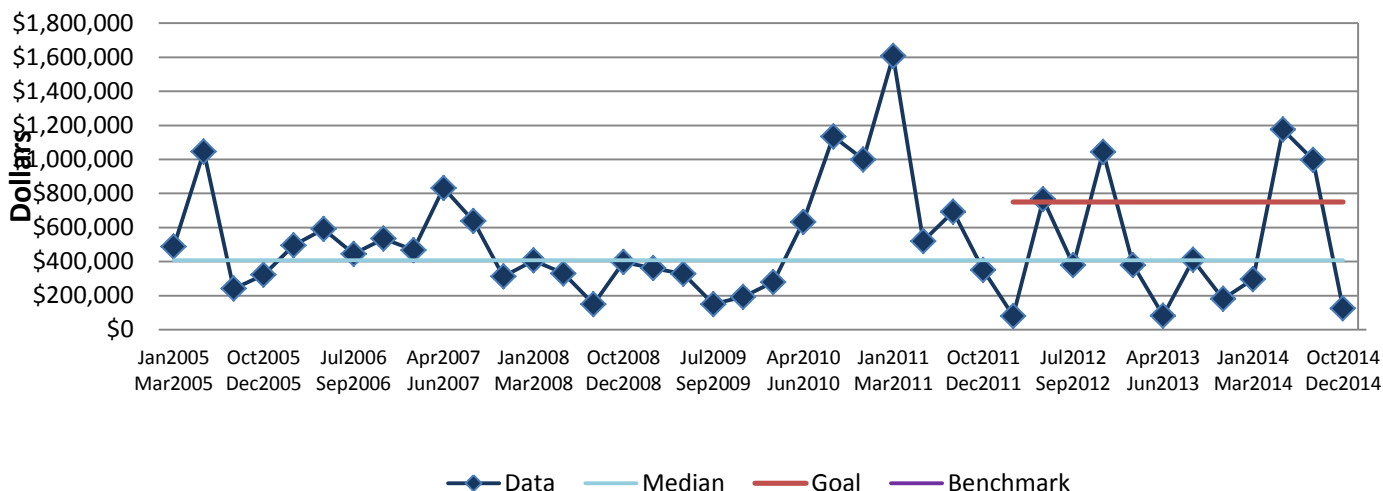


KPI Owner: David Morris

Process: Job creation-Outcome Measure

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: FY13, \$2,196,144 closed		Data Source:	Select Plan-Do-Check-Act Step		
Goal: \$3M in METCO loans per FY/\$750K quarterly		Goal Source: TBD	Measurement Method: Measure the dollar value of METCO loans which support small business		
Benchmark: TBD		Benchmark Source: TBD	Why Measure: The monthly sum of the dollar value of close METCO loans		
			Next Improvement Step: TBD		
How Are We Doing?					
Jan2010-Dec2014 5 Year Goal	Jan2010-Dec2014 5 Year Actual		Oct2014-Dec2014 Goal	Oct2014-Dec2014 Actual	
\$9,000,000	\$12,137,976		\$750,000	\$125,000	
Dollars	Dollars		Dollars	Dollars	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.